

UniSource Energy
SERVICES

UNS Gas, Inc.
201 Grove Ave
Prescott, AZ 86301

Service Location:
DIANE ANDRUS
689 W WHIPPLE ST #17
PRESCOTT, AZ 86301-1752

ORIGINAL



RECEIVED

2004 FEB -3 P 2:34

G-01032E-03-0515

AZ CORP COMMISSION
DOCUMENT CONTROL

Previous Balance	Payments/ Adjustments	Current Charges	New Balance	Due Date
\$104.98CR	\$78.00CR	\$162.42	\$20.56CR	02/02/2004

Current
Charge
Summary

Gas Service	\$162.42
CURRENT CHARGES	\$162.42
PREVIOUS BALANCE	\$104.98CR
PAYMENTS/ADJUSTMENTS	\$78.00CR
BALANCE ON ACCOUNT	\$20.56CR
BUDGET AMOUNT DUE	\$78.00

Questions

If you have any questions concerning your bill statement, please call us at (928)-445-2211. A Customers' Rights & Responsibilities Handbook and billing rate information is available upon request.

Late Penalty
Charge

To avoid a late payment penalty charge of 1.5%, payment must be received in our office by the due date.

To ease the impact of the PGA Surcharge this winter, residential accounts will only be assessed the surcharge for usage up to 154 therms. This usage threshold will change monthly December 2003 through March 2004.

pd Jan 20/2004

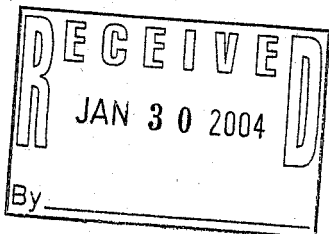
SPREAD YOUR WARM SPIRIT BY ADDING DOLLARS TO YOUR PAYMENT FOR THE LESS FORTUNATE.
FUNDS DISTRIBUTED BY LOCAL AGENCIES.

Arizona Corporation Commission

DOCKETED

FEB 03 2004

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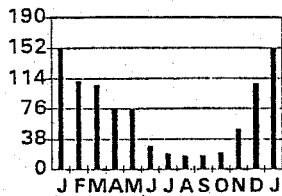


This is another member
of PLMTC (Bea Manning)
retired - gets meals on
wheels - tight budget -
in single wide
manufactured home -
also upset by the
huge increase -
Betty Miller

PS - liked your article
in the Courier today 1-28-04

Meter	Rate Code	Number of Days	Reading Type	Current Reading Date	Current Meter Reading	Prior Reading Date	Prior Meter Reading	Metered CCF Used	Billing Factor	Billed Usage	Purchased Gas Adjustment
779776A	R-10	33	Actual	01/07/04	1168	12/05/03	989	179	.8476	152	.10430

Historical Usage



Customer Charge.....				\$7.00
Basic Cost of Service.....	152	@	.7004000.....	\$106.46
PGA Cost.....	152	@	.1043000.....	\$15.85
PGA Surcharge.....	152	@	.1155000.....	\$17.56
State Sales Tax.....				\$8.22
City Sales Tax.....				\$2.94
County Sales Tax.....				\$1.10
Franchise Tax.....				\$2.94
RUCO Fee.....				\$0.07
AZ Corporation Commission Fee.....				\$0.28

TOTAL CURRENT CHARGES - Gas Service \$162.42

Definitions

Billing Factor: A combination of the therm conversion factor and the meter correction factor. The therm conversion factor is derived from the heat content value of natural gas being delivered by elevation. The meter correction factor is used to obtain the corrected volume for a meter receiving a delivery pressure in excess of the standard 4 ounces delivery pressure.

Billed Usage: Reflects the actual energy content of the gas consumed by the customer during the billing period. The customer is billed in therms instead of cubic feet of gas because the amount of energy (heat content) in natural gas varies.

Customer Charge: The amount paid for the availability of gas service, excluding any gas used.

Basic Cost of Service: The basic cost of service rate applied to the number of therms.

PGA (Purchased Gas Adjustment) Cost: Monthly adjustment for changes in the cost of natural gas based upon a rolling twelve month average.

PGA (Purchased Gas Adjustment) Surcharge: Additional charge or credit approved by the Arizona Corporation Commission to collect (under) or return (over) balance of natural gas cost.

UniSource Energy Services is regulated by the Arizona Corporation Commission Utilities Division, 1200 W Washington, Phoenix AZ 85007. If a customer is unable to resolve with UniSource Energy Services any billing or service dispute, the customer may contact the Arizona Corporation Commission Utilities Division at the above address or by calling 1-800-222-7000.



UNS Gas, Inc.
201 Grove Ave
Prescott, AZ 86301

Service Location:
DIANE ANDRUS
689 W WHIPPLE ST #17
PRESCOTT, AZ 86301-1752

Billing Date 12/10/2003
Page 1
Account No. 3384955

Previous Balance	Payments/ Adjustments	Current Charges	New Balance	Due Date
\$140.87CR	\$78.00CR	\$113.89	\$104.98CR	12/30/2003

**Current
Charge
Summary**

Gas Service \$113.89
CURRENT CHARGES \$113.89
PREVIOUS BALANCE \$140.87CR
PAYMENTS/ADJUSTMENTS \$78.00CR
BALANCE ON ACCOUNT \$104.98CR
BUDGET AMOUNT DUE \$78.00

Questions

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**Late Penalty
Charge**

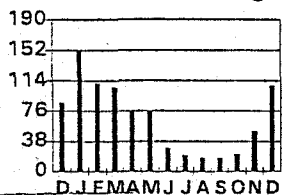
To avoid a late payment penalty charge of 1.5%, payment must be received in our office by the due date.

To ease the impact of the PGA Surcharge this winter, residential accounts will only be assessed the surcharge for usage up to 117 therms. This usage threshold will change monthly December 2003 through March 2004.

SPREAD YOUR WARM SPIRIT BY ADDING DOLLARS TO YOUR PAYMENT FOR THE LESS FORTUNATE.
FUNDS DISTRIBUTED BY LOCAL AGENCIES.

Meter	Rate Code	Number of Days	Reading Type	Current Reading Date	Current Meter Reading	Prior Reading Date	Prior Meter Reading	Metered CCF Used	Billing Factor	Billed Usage	Purchased Gas Adjustment
779776A	R-10	29	Actual	12/05/03	989	11/06/03	862	127	.8487	108	.07290

Historical Usage



Customer Charge.....											\$7.00
Basic Cost of Service						108	@	.7004000			\$75.64
PGA Cost						108	@	.0729000			\$7.87
PGA Surcharge						108	@	.1155000			\$12.47
State Sales Tax.....											\$5.77
City Sales Tax.....											\$2.06
County Sales Tax.....											\$0.77
Franchise Tax.....											\$2.06
RUCO Fee.....											\$0.05
AZ Corporation Commission Fee.....											\$0.20

TOTAL CURRENT CHARGES - Gas Service \$113.89

Definitions

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Billed Usage: Reflects the actual energy content of the gas consumed by the customer during the billing period. The customer is billed in therms instead of cubic feet of gas because the amount of energy (heat content) in natural gas varies.

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Natural gas hike prompts outrage

EDITOR:

I am amazed no one has written to complain about the 50-plus percent increase in natural gas rates charged by Unisource Energy since they purchased Citizens Energy.

Citizens was charging us \$.5588 per therm (billed usage). Unisource is charging \$.7733, plus a PGA surcharge of \$.1155 per therm during the winter months. This is an increase of 38.4 percent without the surcharge and 59 percent with the surcharge.

This is outrageous. I have lived in five U.S. states and Australia over the last 50 years, and I have never seen any utility increase its rates by this percentage in one move - not even close.

I called Unisource and the customer rep agreed that they had increased their rates by a "small amount." She said the increase in my November bill was mostly the result of increased usage. Rubbish! I tried to call the Arizona Corporation Commission to see if and why they had approved such an increase, but I could never get through. Perhaps the Courier would have better luck.

With the country trying to get back on its feet,

we don't need our utility companies acting in this cavalier manner. They are really "legal" monopolies and should be acting responsibly as possible regarding any rate increases.

Jack McNea
Presco

ORIGINAL

RECEIVED

1200 W. Washington
Phoenix AZ 85007

2001 FEB -3 P 2:32

AZ CORP COMMISSION
DOCUMENT CONTROL

Commissioner Kris Maeps,

G-01032E-03-0515

I am a retired teacher on a small income (and also a member of PUMC). I keep my thermostat low and wear a coat inside. I cook in the microwave. My January bill in 1003 (reading was 12/10/02 for billed usage of 136) was \$89.52. I got the Unresource Energy Services bill (billing date 1-20-04 - with no reading listed) for \$141.05. I can't believe it's gone up 63% for me!!


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JAN 30 2004
By _____

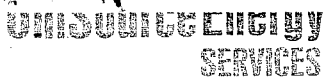
Sadly,
Betty Miller
1205 Dougherty Cir
Prescott AZ
86305

P.S. I included this note with my bill.
B

Arizona Corporation Commission
DOCKETED

FEB 03 2004

DOCKETED BY 



UNS Gas, Inc.
201 Grove Ave
Prescott, AZ 86301

BETTY MILLER
1205 DOUGHERTY CIR
PRESCOTT, AZ 86305-1843

Billing Date 01/20/2004
Page 1
Account No. 2347300

Previous Balance	Payments/ Adjustments	Current Charges	New Balance	Due Date
\$101.84	\$101.84CR	\$141.05	\$141.05	02/09/2004

Current Charge Summary

Gas Service \$141.05

CURRENT CHARGES \$141.05
PREVIOUS BALANCE \$101.84
PAYMENTS/ADJUSTMENTS \$101.84CR

BALANCE ON ACCOUNT \$141.05

Questions

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201 Grove Ave
Prescott, AZ 86301

*Please return this portion with your payment to ensure proper credit to your account.
Please write your account number on your check or money order and
make your check payable to UniSource Energy Services. Thank you!*

AZ-88

Total Amount Due:

\$141.05



Due Date:
Account No.

02/09/2004
2347300

To Share With a Less
Fortunate Neighbor, I am adding:
Amount Enclosed:

4746 1 AV 0.278 *****AUTO**5-DIGIT 86305
BETTY MILLER
1205 DOUGHERTY CIR
PRESCOTT, AZ 86305-1843

UniSource Energy Services
UNS Gas, Inc.
PO Box 8500
Scottsbluff, NE 69363



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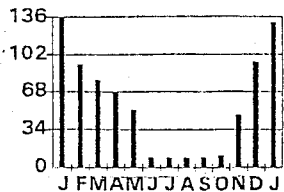
00000023473009 00141051 000001045

Check the above circle on the left for address or telephone number correction. Print details on reverse side.



Meter	Rate Code	Number of Days	Reading Type	Current Reading Date	Current Meter Reading	Prior Reading Date	Prior Meter Reading	Metered CCF Used	Billing Factor	Billed Usage	Purchased Gas Adjustment
715915A	R-10	34	Actual	01/13/04	4976	12/10/03	4821	155	.8476	131	.10430

Historical Usage



Customer Charge.....				\$7.00
Basic Cost of Service.....	131	@	.7004000.....	\$91.75
PGA Cost.....	131	@	.1043000.....	\$13.66
PGA Surcharge.....	131	@	.1155000.....	\$15.13
State Sales Tax.....				\$7.14
City Sales Tax.....				\$2.55
County Sales Tax.....				\$0.95
Franchise Tax.....				\$2.55
RUCO Fee.....				\$0.06
AZ Corporation Commission Fee.....				\$0.26

TOTAL CURRENT CHARGES - Gas Service \$141.05

Definitions

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If you have entered information below, you must check in the circle (☐) on the front of the return stub.

PLEASE CHANGE MAILING ADDRESS TO:

NEW TELEPHONE NUMBER:

Home: (_____) _____
 Business: (_____) _____